# ADMINISTRATION OFFICER (STUDENT PLACEMENTS)

<table>
<thead>
<tr>
<th>DEPARTMENT/UNIT</th>
<th>Psychiatry Monash Health, School of Clinical Sciences at Monash Health</th>
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</thead>
<tbody>
<tr>
<td>FACULTY/DIVISION</td>
<td>Faculty of Medicine, Nursing and Health Sciences</td>
</tr>
<tr>
<td>CLASSIFICATION</td>
<td>HEW Level 5</td>
</tr>
<tr>
<td>WORK LOCATION</td>
<td>Monash Medical Centre</td>
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## ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The Faculty of Medicine, Nursing and Health Sciences, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We’ve made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We’re recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub.

To learn more about the Faculty, please visit [monash.edu/medicine](http://monash.edu/medicine).

The School of Clinical Sciences at Monash Health (SCS) is one of the nine schools of the Faculty of Medicine, Nursing and Health Sciences at Monash University. Most of the research and teaching activities of the School are based near the main university campus, at Monash Medical Centre (MMC) Clayton. Monash Medical Centre is the major tertiary referral hospital for Monash Health which serves a population of over 1.5 million people. The School’s budget is in excess of $105 M. In typical years, total research income received through the School is approximately $45 M.

*Modified date: December 2019*
The School of Clinical Sciences at Monash Health is a major teaching resource for Monash students. The School is Monash’s largest deliverer of clinical teaching in the undergraduate medical student curriculum, providing over 50% of total clinical placements across multiple disciplines and sites. Medical student teaching is coordinated by the Directorate of Undergraduate Medical Education. The School also provides Monash’s Nutrition and Dietetics programs and teaches into Monash BBiomedSci degree. Teaching activities also extend to a number of other Monash Health sites including Dandenong, Casey, Moorabbin Hospital, and Monash Health’s Kingston Centre.

Basic, clinical, and translation research are undertaken by the clinical departments of the School: Medicine, Nutrition and Dietetics, Obstetrics and Gynaecology, Paediatrics, Psychiatry, Surgery, and Imaging. Researchers of the School collaborate closely with relevant clinical areas in Monash Health and many of the School’s principal investigators are clinician-scientists. The School has a strong tradition of training in this area, with large numbers of clinician and medical student research projects and higher degrees by research. The Hudson Institute of Medical Research continues its association with Monash University as the Department of Molecular Translational Science in the School of Clinical Sciences at Monash Health.

Victorian Heart Hospital: A partnership of Monash Health and Monash University has been awarded funds to build Australia’s first heart hospital – the Victorian Heart Hospital, a landmark facility to be built at Monash University, Clayton.

Monash Children’s Hospital: The Monash Children’s Hospital provides all paediatric and neonatal services for Monash Health across three campuses: MMC Clayton, Dandenong, and Casey hospitals, making it one of Australia’s largest children’s hospitals and Victoria’s largest provider of neonatal services.

Monash Health Translation Precinct: Monash University and its partners, Monash Health and the Hudson Institute of Medical Research, are partners in a research precinct at Monash Medical Centre Clayton known as the Monash Health Translation Precinct (MHTP). The MHTP combines the research efforts of over 400 scientific staff, over 200 postgraduate students, and hundreds of clinician researchers, all of whom are members of the School of Clinical Sciences at Monash Health. The vision is for MHTP to be a world leader in delivering the best in healthcare outcomes by translating innovative scientific discoveries into best clinical practice in a dynamic and collaborative environment. The cornerstone of the MHTP is the $84 M Translational Research Facility that houses a 30-chair/bed clinical trials floor with medical imaging facilities, enabling a major expansion of the early phase (phase 1 and 2) cancer trials program. A full suite of platform technologies is also accommodated in the precinct. The MHTP represents approximately 25% of Monash University NHMRC-funded research activity. Further details may be found at: [http://www.mhtp.org.au](http://www.mhtp.org.au).

**POSITION PURPOSE**

The Administration Officer (Student Placements) provides a range of professional and high-quality administrative services to support the effective operation of the education program in the Department of Psychiatry. This includes providing administrative support for the Master of Mental Health Science and the Year 4 MBBS/MD Psychiatry speciality within the Undergraduate Medical Education program. This role will involve the development and maintenance of excellent working relationships with internal and external stakeholders.

The Administration Officer (Student Placements) provides administrative support for projects and programs with a focus on excellence in process and judgment and provision of sound and timely advice and support to the Department of Psychiatry. The Administration Officer (Student Placements) provides administrative support for the medical degree and masters programs, and other related projects with a focus on excellence in process and judgement and the provision of sound and timely advice to support students, staff, and other stakeholders. In addition, the role plays a crucial role in the facilitation of student’ access to learning and personal support to promote their successful completion of course requirements.

**Reporting Line:** The position reports to Master of Mental Health Science Course Convenor, Department of Psychiatry

**Supervisory Responsibilities:** Not applicable
Financial Delegation: Not applicable
Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES
1. Implement and coordinate a program of effective administrative processes and systems including providing services, responding to queries, advising on policy and process, supporting committees, project administration and producing reports in accordance with agreed standards and timeframes
2. Provide high levels of customer service in accordance with best practice guidelines, policy and procedure
3. Maintain service standards including prompt issues resolution and adherence to privacy, confidentiality and compliance requirements
4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports
5. Provide sound and timely advice, guidance and support to other staff, clients and stakeholders in areas of administrative and service responsibility
6. Participate in and coordinate continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other stakeholders to support and facilitate service delivery

KEY SELECTION CRITERIA

Education/Qualifications
1. The appointee will have:
   - A tertiary qualification in a relevant field; or
   - substantial relevant skills and work experience; or
   - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
2. Excellent administration skills and a demonstrated capacity to coordinate effective operational processes and systems
3. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
4. A strong commitment to excellence in customer service and a hands-on approach to service provision
5. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
6. Demonstrated analytical and problem-solving skills
7. Well-developed written and verbal communication skills, including the ability to interact with a diverse range of clients and respond positively when resolving issues
8. Highly developed computer literacy, including experience using business software such as Microsoft Office
9. Demonstrated ability to collect data, setting-up electronic surveys, maintain data files, and some knowledge of evaluation methods
10. Working knowledge of undergraduate student administration or experience working in a similar environment
OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.